

Exhibit 9

Access from AT&T Outreach Collateral (English)

Brighten your child's future with the Internet.



Internet for just \$10 a month

The digital world is full of possibilities. AT&T is making it easier to connect to friends, family, and the things that matter most. If at least one person in your household is a **SNAP* participant**, you may qualify for 10Mbps home Internet service at our discounted \$10 rate.** In California only, households receiving SSI benefits also may qualify.***

Access from AT&T takes you online so you and your family can:

- **Do homework**
- **Research colleges and scholarships**
- **Stay up to date with school news and connect with teachers**
- **Connect with friends and family around the country and world**

And a whole lot more!

*Plus, there's NO commitment,
NO deposit and NO installation fee.*

Get an in-home Wi-Fi gateway and access to the nationwide AT&T Wi-Fi Hot Spot network — INCLUDED at no extra cost.†

Other eligibility requirements apply.

*Visit att.com/access for complete
information and to apply.
Or call 1-855-220-5211*



*Supplemental Nutrition Assistance Program. **Available only in the AT&T 21-state wireline footprint. Additional eligible speed tiers (5Mbps for \$10 a month or 3Mbps/1.5Mbps/768Kbps for \$5 a month) may be provided depending on availability at your address. Internet speed claims represent maximum network service capability speeds. Actual customer speeds may vary based on factors including site traffic, content provider server capacity, internal network management factors and device capabilities, and are not guaranteed. For more information, go to att.com/speed101. Pricing excludes taxes. Service will include a monthly data allowance of either 150GB or 1TB of data/mo. depending on the type and speed of service you receive. If you exceed your monthly data plan allowance, you will be automatically charged \$10 for each 50GB of data usage in excess of your data plan, even if less than 50 gigabytes is used. For more information, go to att.com/internet-usage. ***California Supplemental Security Income. †Wi-Fi enabled device required. Other restrictions apply. ©2016 AT&T Intellectual Property. All rights reserved. AT&T, the AT&T logo, and all other marks contained herein are trademarks of AT&T Intellectual Property and/or AT&T affiliated companies.

Get Home Internet and Stay Connected.



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Staying independent is easier with the Internet. If at least one person in your household is a **SNAP* participant**, you may qualify for 10Mbps home Internet service at our discounted \$10 rate.** In California only, households receiving SSI benefits also may qualify.***

Access from AT&T takes you online so you can:

- **Stay in touch with family**
- **Pay bills online**
- **Shop for groceries and other items**
- **Find information on community activities, entertainment and news**

And a whole lot more!

Get FREE training resources at **digitalyou.att.com/access**, plus get FREE installation support.

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- **Search for jobs**
- **Pay bills**
- **Find news, information and entertainment**

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Checklist of Information Needed to Complete Application

Participants in the USDA Supplemental Nutrition Assistance Program (SNAP) – or recipients of Supplemental Security Income (SSI) benefits (in California only) – may apply for the Access from AT&T program.

It is important that you *fill out the application completely and accurately* to help make sure there are no delays in being approved for the program. Please review the instructions on the application carefully.

Required Information:

- ☐ Customer Name (the person who will pay the bill)
- ☐ Address Where Service Will Be Installed
(Street, Apartment or Unit # (if applicable), City, State, ZIP Code)
- ☐ Customer Billing Address (if different from the service address)
- ☐ Customer E-Mail Address
- ☐ Customer Telephone Numbers (home and/or cell phone)
- ☐ Customer Social Security Number, Taxpayer ID Number, or Tribal ID Number
- ☐ Customer Date of Birth (mm/dd/yyyy)
- ☐ Name of the SNAP (or SSI in CA only) Benefit-Qualifying participant living in the household where service will be installed. (Note: This does not have to be the same as the person applying for service.)
- ☐ SNAP (or SSI in CA only) Benefit Qualifying participant Social Security Number, Taxpayer ID Number, or Tribal ID Number
- ☐ Proof of SNAP (or SSI in CA only) participation (see details below)

Required Documents:

You will need to provide **one** of the following documents:

- ☐ A copy of a SNAP card, *showing the name of the SNAP participant*
(Note: if the SNAP card does not have a name on it, you will need to provide a copy of a SNAP participation or benefits letter from the participant's local SNAP office or a copy of the front and back sides of a government ID)
- ☐ A copy of a SNAP participation or benefits letter from a local SNAP office, *showing the name of the SNAP participant*
- ☐ **In CA only:** A copy of an original award letter from the Social Security Administration confirming that you or a resident of your California household has qualified for and will receive SSI benefits
- ☐ **In CA only:** A copy of a current benefits verification letter confirming that a California household resident is receiving SSI benefits

If the SNAP participant in your household does not have a SNAP card or benefits letter, please have the participant visit <http://www.fns.usda.gov/snap> to find your local SNAP office and obtain one.

If you live in California and the SSI benefits recipient in your household does not have a copy of the original SSI award letter, please have the recipient contact the Social Security Administration Office at 1.800.772.1213 to obtain a copy or visit <https://faq.ssa.gov/link/portal/34011/34019/Article/3705/How-can-I-get-a-benefit-verification-letter> to obtain a benefit verification letter.





Frequently Asked Questions

program details

What is the Access program from AT&T?

The Access program from AT&T provides a low-cost option for wireline home Internet access to low-income households in the 21 states where we offer wireline home Internet services.

Why should I apply to participate in the Access program from AT&T?

Access to the Internet can change lives. You can use the Internet to apply for jobs online, connect with family and friends, research health information, complete an online education—and much more. Plus, as a participant in the Access program from AT&T, you could save money on your Internet bill! In addition, you won't have to pay for installation or activation—or pay modem or gateway charges.

How long will the Access program from AT&T be available?

This offer will be in effect for four years. It will begin in April 2016 and continue until April 2020. Once you are an Access from AT&T customer, your service will automatically renew each year the program continues. AT&T will notify you, in advance of your annual renewal date, that no action is required as long as you still participate in the Qualifying Program. If you do not participate in the Qualifying Program, contact us to discuss other internet service programs. Participants who qualify for the Access program from AT&T after April 2019 may continue in the program for 12 months from the date of activation.

services & pricing

Which Internet speeds are available with the Access program from AT&T?

Five speed tiers are currently available under the program. AT&T will assign you a speed of 10, 5, 3 or 1.5Mbps or 768Kbps, whichever is the fastest available at your address.

If I participate in the Access program from AT&T, what's my monthly rate?

There are five possible program speed tiers. If you're assigned a speed tier of 10Mbps or 5Mbps, you'll pay only \$10 per month. And if your speed is 3Mbps or 1.5Mbps or 768Kbps, you'll pay just \$5 per month. You'll be assigned the highest speed available where you live.

Will my speed tier come with a data allowance?

Service will include a monthly data allowance of either 150GB, 300GB or 600GB data/mo. depending on the type and speed of service you receive. If you exceed your monthly data plan allowance, you will be automatically charged \$10 for each 50GB of data usage in excess of your data plan, even if less than 50 gigabytes is used. For more information, go to www.att.com/internet-usage.

Suppose I'm assigned a speed of 5Mbps. Can I switch to 3Mbps so that my monthly bill is \$5 instead of \$10?

No. This program applies only to the highest of the three program speed tiers available at your address. This speed will be automatically assigned to you by AT&T.



What exactly do you mean by wireline home Internet service?

"Wireline home Internet service" refers to AT&T's wireline Broadband Internet Access Service, which is delivered to a fixed location over a physical wire or cable.

Does this offer apply to wireless (cellular) Internet service?

No. This offer applies only to wireline home Internet service in AT&T's 21-state **service area**.

The program materials say that an in-home Wi-Fi modem is included at no extra cost. What does that mean?

Access from AT&T service includes a Wi-Fi capable modem or gateway which broadcasts a wireless Wi-Fi signal inside your home, allowing you to extend the reach of your wireline Internet service. You can access this wireless Wi-Fi signal on a variety of Wi-Fi compatible devices, including: laptops, tablets, smartphones, and many more.

The program materials say that Access from AT&T service includes access to AT&T's entire national Wi-Fi hotspot network at no extra cost. What does that mean?

You can connect your Wi-Fi enabled devices away from home, at thousands of AT&T Wi-Fi hotspots nationwide. For complete details and to locate AT&T Wi-Fi hotspots, visit www.attwifi.com.

signing up for service

How do I know if I'm eligible for the Access program from AT&T?

You are eligible for the Access program if:

- At least one person in your household participates in the Supplemental Nutrition Assistance Program (SNAP);
- You live in one of the 21 states where AT&T provides wireline home Internet service; and
- At least one of the Access from AT&T Internet speed tiers is available at the address where you live.

California residents also are eligible if:

- At least one member of your household receives Supplemental Security Income (SSI) benefits; and
- At least one of the Access from AT&T Internet speed tiers is available at the address where you live.

Other requirements also apply. To know for sure that you can participate in the program, visit www.att.com/access to check service availability at your address and submit an application to see whether your household qualifies.

How do I find out if I'm located in AT&T's 21-state service area?

The 21-state service area is the broad area (also known as footprint) where AT&T provides wireline services. You can view a map of this service area at www.att.com/local. Actual service availability and speeds may vary by individual address.

What information will I need to provide to participate in the Access program from AT&T?

You can view a list of the required information you'll need to provide [here](#).

Can I provide a taxpayer ID instead of a Social Security number?

You may provide either a social security number, a taxpayer ID number, or a tribal ID number.

Can I apply for the Access program from AT&T at a local AT&T store?

No, AT&T retail stores are not able to process Access from AT&T applications or orders. You will be able to access the application at www.att.com/access and submit the form online or via email. You may also print the form and send via fax or mail. If you experience difficulties with the application, you can contact an AT&T representative by phone at 855.220.5211. (For help in Spanish, call 855.220.5225.)

Do I need to pay a deposit to get service?

No deposit is required to establish Internet service under the Access program from AT&T.

Will AT&T conduct a credit check when I apply for service?

As part of standard AT&T policy, all orders for new service are subject to a credit check, including a bureau credit check. Results of the credit check will not impact your ability to obtain Internet service under the Access program from AT&T.



After I sign up for the offer and provide the required information, how will I know if I qualify?

After we receive and process your application, a letter indicating your application status will be mailed to you. This letter will include instructions on the next steps in the ordering process.

I have more than one Internet account with AT&T. If I'm approved for participation in the Access program from AT&T, will all my Internet accounts be included?

No. Only one AT&T Internet account per household can be included in the Access program from AT&T. You'll need to choose which account you want to include.

If I'm approved, when does my Access program from AT&T start?

Your service under the program starts when your Access from AT&T order is completed. That may be the same day you call in to activate your discount (if you have existing AT&T service)—or at a later date (if you are newly establishing wireline Internet service). Your customer service representative will advise you of your service activation date when you call to place your order.

I currently have a bundle of AT&T services. If I get service through Access from AT&T, does the bundle pricing stay the same for the other products?

You may be able to keep bundled pricing for other AT&T services even if you switch your Internet service to the Access program from AT&T. For complete details, please call an AT&T representative by phone at 855.220.5211. (For help in Spanish, call 855.220.5225.)

Is my continued participation guaranteed?

You can continue to participate while the offer is in effect as long as your household continues to meet the qualification requirements for the offer.

How will I know when to re-certify that I meet the qualification requirements?

Once you are an Access from AT&T customer, your service will automatically renew each year the program continues. AT&T will notify you, in advance of your annual renewal date, that no action is required as long as you still participate in the Qualifying Program. If you do not participate in the Qualifying Program, contact us to discuss other internet service programs.

What happens if I no longer meet the qualification requirements?

If we find that you no longer meet the requirements for participation in the Access program from AT&T, we'll remove your program discount and bill you at regular rates for your Internet service unless you:

- Tell us to cancel the service or
- Provide documentation showing that you do in fact meet the requirements.

The only SNAP participant in my household will be moving out before it's time to re-certify. Will I be able to continue participating in the Access program from AT&T?

Access from AT&T customers need to meet the qualification requirements at all times, and having at least one SNAP participant in a household is necessary for continued participation in the Access program from AT&T. If we learn that the person whose SNAP information was used to apply for the program no longer lives in your household, we will give you the opportunity to:

- Provide documentation showing that someone else in your household is a SNAP participant, or
- Notify us that you intend to cancel your Internet service, or
- Take no further action, in which case we'll remove your program discount and bill you at regular rates.



installation

Am I required to sign-up for online billing to participate in the Access program from AT&T?

No, online billing is not required.

Will someone need to come to my home to install service?

AT&T will send you a self-installation kit with simple step-by-step instructions, making it easy to complete the installation process yourself. If you need additional help after attempting self-installation, you may request a technician (at no charge) to assist with installation.

If I need to call in a technician for installation assistance at my home, will there be a charge?

No, there is no charge. AT&T will send you a self-installation kit with step-by-step instructions. In most cases, customers can complete the installation process themselves. If you need additional help after attempting self-installation, you may request a technician to assist with installation.

other questions & resources

How do I know whether I'm a SNAP participant?

The U.S. Supplemental Nutrition Assistance Program used to be known as the Food Stamp Program. It's a nationwide program, but each state administers the program on behalf of the federal government. If you receive food benefits through your state government (EBT, food card), you're probably a SNAP participant.

How do I enroll in the Supplemental Nutrition Assistance Program?

Go to the USDA SNAP website at www.fns.usda.gov/snap/apply, where you'll find instructions on how to apply.

What is Supplemental Security Income (SSI)?

Information about the SSI program in California is available here <https://www.ssa.gov/pubs/EN-05-11125.pdf>

Why do California households qualify based on SSI participation, but not households in other states?

California SSI recipients are not eligible for SNAP benefits because they receive a State supplement to their SSI benefits in lieu of SNAP benefits. For this reason, AT&T decided to expand program eligibility to California SSI recipients under the same requirements that apply to SNAP participants.

I am a California resident and I live with my uncle, who receives SSI benefits, and my sister, who is a SNAP participant. How do I qualify for Access from AT&T?

You may submit an application for Access from AT&T based on either the SSI benefits received by your uncle, or the SNAP benefits received by your sister. You will only have to provide information for one of these individuals, and you may choose either. However, only one account will be available at your address.

I'm currently a Lifeline customer and get wireline phone service at home from AT&T at a discount. Does the Access program from AT&T replace Lifeline?

The Access program from AT&T provides discounted wireline Internet service; Lifeline provides discounted phone service. The Access program from AT&T and Lifeline are two completely separate programs, each with its own eligibility requirements. It may be possible to receive discounted services through both the Access program from AT&T and Lifeline. Similarly, it may be possible to be eligible for one program but not the other. For details on Lifeline, visit www.att.com/lifeline.

I'm new to the Internet, and am not sure how to get started. Do you have any resources that can help me?

AT&T has assembled a valuable collection of tools for online beginners, called Digital You. Whether you're searching for a low-cost computer to get online at home, your child is starting to explore the Internet to help complete schoolwork, or you want to boost your online skills for everything from paying bills to applying for jobs—Digital You can help! Visit digitalyou.att.com to learn how to increase your confidence, skills, privacy, and safety as you connect online.

Can services under the Access program from AT&T be cancelled within the same year a household signs up? What is the process for cancelling?

There is no term commitment for services provided under the Access program from AT&T. Customers may cancel at any time by calling the number on their bill, or by calling the Access from AT&T dedicated call center at 855.220.5211. (For help in Spanish, call 855.220.5225.)



If a customer moves to a different address while they have service under the Access program from AT&T, will they be required to re-certify eligibility for the program?

An existing Access from AT&T customer moving to a new address should have that transaction handled by the Access from AT&T dedicated call center at 855.220.5211 (in Spanish, 855.220.5225) to ensure the discount stays on their account. No re-certification is required for a service address change, unless the customer is within their annual re-certification window.

If a customer disconnects service under the Access program from AT&T, will they be required to return the modem or gateway equipment? If they do not return the equipment, is there a fee?

Customers should contact the Access from AT&T dedicated call center at 855.220.5211 (in Spanish, 855.220.5225) to confirm the equipment return requirements for their specific account. Failure to adhere to the applicable equipment return requirements could result in the application of fees.





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services & pricing

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California residents also are eligible if:

- At least one member of your household receives Supplemental Security Income (SSI) benefits; and
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Can I apply for the Access program from AT&T at a local AT&T store?

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You can continue to participate while the offer is in effect as long as your household continues to meet the qualification requirements for the offer.

How will I know when to re-certify that I meet the qualification requirements?

Once you are an Access from AT&T customer, your service will automatically renew each year the program continues. AT&T will notify you, in advance of your annual renewal date, that no action is required as long as you still participate in the Qualifying Program. If you do not participate in the Qualifying Program, contact us to discuss other internet service programs.

What happens if I no longer meet the qualification requirements?

If we find that you no longer meet the requirements for participation in the Access program from AT&T, we'll remove your program discount and bill you at regular rates for your Internet service unless you:

- Tell us to cancel the service or
- Provide documentation showing that you do in fact meet the requirements.

The only SNAP participant in my household will be moving out before it's time to re-certify. Will I be able to continue participating in the Access program from AT&T?

Access from AT&T customers need to meet the qualification requirements at all times, and having at least one SNAP participant in a household is necessary for continued participation in the Access program from AT&T. If we learn that the person whose SNAP information was used to apply for the program no longer lives in your household, we will give you the opportunity to:

- Provide documentation showing that someone else in your household is a SNAP participant, or
- Notify us that you intend to cancel your Internet service, or
- Take no further action, in which case we'll remove your program discount and bill you at regular rates.



installation

Am I required to sign-up for online billing to participate in the Access program from AT&T?

No, online billing is not required.

Will someone need to come to my home to install service?

AT&T will send you a self-installation kit with simple step-by-step instructions, making it easy to complete the installation process yourself. If you need additional help after attempting self-installation, you may request a technician (at no charge) to assist with installation.

If I need to call in a technician for installation assistance at my home, will there be a charge?

No, there is no charge. AT&T will send you a self-installation kit with step-by-step instructions. In most cases, customers can complete the installation process themselves. If you need additional help after attempting self-installation, you may request a technician to assist with installation.

other questions & resources

How do I know whether I'm a SNAP participant?

The U.S. Supplemental Nutrition Assistance Program used to be known as the Food Stamp Program. It's a nationwide program, but each state administers the program on behalf of the federal government. If you receive food benefits through your state government (EBT, food card), you're probably a SNAP participant.

How do I enroll in the Supplemental Nutrition Assistance Program?

Go to the USDA SNAP website at www.fns.usda.gov/snap/apply, where you'll find instructions on how to apply.

What is Supplemental Security Income (SSI)?

Information about the SSI program in California is available here <https://www.ssa.gov/pubs/EN-05-11125.pdf>

Why do California households qualify based on SSI participation, but not households in other states?

California SSI recipients are not eligible for SNAP benefits because they receive a State supplement to their SSI benefits in lieu of SNAP benefits. For this reason, AT&T decided to expand program eligibility to California SSI recipients under the same requirements that apply to SNAP participants.

I am a California resident and I live with my uncle, who receives SSI benefits, and my sister, who is a SNAP participant. How do I qualify for Access from AT&T?

You may submit an application for Access from AT&T based on either the SSI benefits received by your uncle, or the SNAP benefits received by your sister. You will only have to provide information for one of these individuals, and you may choose either. However, only one account will be available at your address.

I'm currently a Lifeline customer and get wireline phone service at home from AT&T at a discount. Does the Access program from AT&T replace Lifeline?

The Access program from AT&T provides discounted wireline Internet service; Lifeline provides discounted phone service. The Access program from AT&T and Lifeline are two completely separate programs, each with its own eligibility requirements. It may be possible to receive discounted services through both the Access program from AT&T and Lifeline. Similarly, it may be possible to be eligible for one program but not the other. For details on Lifeline, visit www.att.com/lifeline.

I'm new to the Internet, and am not sure how to get started. Do you have any resources that can help me?

AT&T has assembled a valuable collection of tools for online beginners, called Digital You. Whether you're searching for a low-cost computer to get online at home, your child is starting to explore the Internet to help complete schoolwork, or you want to boost your online skills for everything from paying bills to applying for jobs—Digital You can help! Visit digitalyou.att.com to learn how to increase your confidence, skills, privacy, and safety as you connect online.

Can services under the Access program from AT&T be cancelled within the same year a household signs up? What is the process for cancelling?

There is no term commitment for services provided under the Access program from AT&T. Customers may cancel at any time by calling the number on their bill, or by calling the Access from AT&T dedicated call center at 855.220.5211. (For help in Spanish, call 855.220.5225.)



If a customer moves to a different address while they have service under the Access program from AT&T, will they be required to re-certify eligibility for the program?

An existing Access from AT&T customer moving to a new address should have that transaction handled by the Access from AT&T dedicated call center at 855.220.5211 (in Spanish, 855.220.5225) to ensure the discount stays on their account. No re-certification is required for a service address change, unless the customer is within their annual re-certification window.

If a customer disconnects service under the Access program from AT&T, will they be required to return the modem or gateway equipment? If they do not return the equipment, is there a fee?

Customers should contact the Access from AT&T dedicated call center at 855.220.5211 (in Spanish, 855.220.5225) to confirm the equipment return requirements for their specific account. Failure to adhere to the applicable equipment return requirements could result in the application of fees.



July 17, 2017 AT&T Letter



Helping narrow the digital divide one household at a time.

Dear Superintendent,

Student learning shouldn't end when the bell rings. Learning should be supported everywhere.

The [Access from AT&T](#) program helps families narrow the divide by bringing low-cost home internet access to qualifying households.

[Access from AT&T](#) offers home wireline Internet access service at a low, discounted rate to households with at least one resident who participates in the Supplemental Nutritional Assistance Program (SNAP). In California only, Supplemental Security Income (SSI) recipients also may qualify.

There is **NO** term commitment, **NO** deposit, **NO** installation fee and **NO** charge for an in-home Wi-Fi® capable modem.

You can find more details at att.com/access.

We hope you'll share this program information with students and their families. Please consider:

- Including a flyer from our partner portal (see the attachment) in National School Lunch Program (NSLP) communications
- Adding a link to [Access from AT&T \(att.com/access\)](#) on your school or district website
- Coordinating campus enrollment events or presentations during parent meetings
- Brainstorming other ideas to share the information about Access from AT&T

See the enclosed flyer or go to att.com/access to learn more about [Access from AT&T](#). Please also sign into our [partner portal](#), accesspartners.att.com, to browse our promotional and communications materials. If you would like to order [free copies](#) of printed materials sign in to accessfromatt.thesolutionsgroup.com. There's no charge for printing or shipping.



AT&T is collaborating with **EveryoneOn**, a national non-profit working to narrow the digital divide. Learn more at everyoneon.org.

Please join us for an [Access from AT&T](#) webinar, where we'll share resources you can use to get the word out to your students and their families. Two webinars are being held:

- July 25, 2017 at 2:00 p.m. EST
- August 1, 2017 at 2:00 p.m. EST

Please email **EveryoneOn** at support@everyoneon.org to find out how to join the webinar.

Thanks for choosing us,

AT&T



Helping narrow the digital divide one household at a time.

Dear <<School Administrator>> ,

Student learning shouldn't end when the bell rings. Learning should be supported everywhere. The [Access from AT&T](#) program helps families narrow the divide by bringing low-cost home internet access to qualifying households.

[Access from AT&T](#) offers home wireline Internet access service at a low, discounted rate to households with at least one resident who participates in the Supplemental Nutritional Assistance Program (SNAP). In California only, Supplemental Security Income (SSI) recipients also may qualify.

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- Coordinating campus enrollment events or presentations during parent meetings
- Brainstorming other ideas to share the information about [Access from AT&T](#)

Exhibit 9

Please also sign into our [partner portal](#) to browse our promotional and communications materials. If you would like to order [free copies](#) of printed materials, please sign in to accessfromatt.thesolutionsgroup.com. There's no charge for printing or shipping.



AT&T is collaborating with **EveryoneOn**, a national nonprofit dedicated to creating social and economic opportunity by connecting everyone to the internet. Learn more at everyoneon.org.

AT&T invites you to attend one of two webinars hosted by EveryoneOn to learn more about [Access from AT&T](#).

Low-cost Internet for Students: Access from AT&T

- Jul 25, 2017 2:00 PM EST. Click [here](#) to register.
- Aug 1, 2017 2:00 PM EST. Click [here](#) to register.

After registering, you will receive a confirmation email containing information about joining the webinar.

Thanks for choosing us,

AT&T

REDACTED—FOR PUBLIC INSPECTION

Exhibit 9
July 24, 2017 Sample Email

Dynamic Preview : Copy of Client Final: Access_School District Campaign_July 24 2017

Subject: Access from AT&T – Low Cost Internet for Qualifying Students and Families
From: AT&T
To: [REDACTED]
Attachments: None

HTML Text



[View online](#)



Helping narrow the digital divide one household at a time.

Hi [REDACTED]

Student learning shouldn't end when the bell rings. Learning should be supported everywhere. The [Access from AT&T](#) program helps families narrow the divide by bringing low cost home internet access to qualifying households.

[Access from AT&T](#) offers home wireless internet access service at a low, discounted rate to households with at least one resident who participates in the Supplemental Nutrition Assistance Program (SNAP). In California only, Supplemental Security Income (SSI) recipients also may qualify.

There is **NO** term commitment, **NO** deposit, **NO** installation fee and **NO** charge for an in-home Wi-Fi® capable modem.

You can find more details at att.com/access

email	email_status	firstname	salutation	salutation2	schooladmin	created_on	last_modified	unsub
[REDACTED]	VALID	[REDACTED]	Hi ##firstname##	H%20##firstname##	[REDACTED]	2017-07-24 14:40:03	2017-07-24 14:40:03	N

Update Preview

Close



Helping narrow the digital divide one household at a time.

Dear <<School Administrator>>,

Student learning shouldn't end when the bell rings. Learning should be supported everywhere.

The [Access from AT&T](#) program helps families narrow the divide by bringing low-cost home internet access to qualifying households.

[Access from AT&T](#) offers home wireline Internet access service at a low, discounted rate to households with at least one resident who participates in the Supplemental Nutritional Assistance Program (SNAP). In California only, Supplemental Security Income (SSI) recipients also may qualify.

There is **NO** term commitment, **NO** deposit, **NO** installation fee and **NO** charge for an in-home Wi-Fi ® capable modem.

You can find more details at att.com/access.

We hope you'll share this program information with students and their families. Please consider:

- Including a flyer from our [partner portal](#) in National School Lunch Program (NSLP) communications

Exhibit 9

- Adding a link to [Access from AT&T \(att.com/access\)](http://att.com/access) on your school or district website
- Coordinating campus enrollment events or presentations during parent meetings
- Brainstorming other ideas to share the information about [Access from AT&T](#)

Please also sign into our [partner portal](#) to browse our promotional and communications materials. If you would like to order [free copies](#) of printed materials, please sign in to accessfromatt.thesolutionsgroup.com. There's no charge for printing or shipping.



AT&T is collaborating with **EveryoneOn**, a national nonprofit dedicated to creating social and economic opportunity by connecting everyone to the internet. Learn more at everyoneon.org.

AT&T invites you to attend a webinar hosted by EveryoneOn to learn more about [Access from AT&T](#).

Low-cost Internet for Students: Access from AT&T

- Oct 18, 2017 2:00 PM EST. Click [here](#) to register.

After registering, you will receive a confirmation email containing information about joining the webinar.

Thanks for choosing us,

AT&T

REDACTED—FOR PUBLIC INSPECTION

Exhibit 9
September 26, 2017 Sample Email

Dynamic Preview : Copy of Access from AT&T_September2017

Subject: Access from AT&T – Low Cost Internet for Qualifying Students and Families.
From: AT&T
To: [REDACTED]
Attachments: None

HTML Text



[View online](#)



Helping narrow the digital divide one household at a time.

Hi [REDACTED],

Student learning shouldn't end when the bell rings. Learning should be supported everywhere. The [Access from AT&T](#) program helps families narrow the divide by bringing low-cost home internet access to qualifying households.

[Access from AT&T](#) offers home wireline Internet access service at a low, discounted rate to households with at least one resident who participates in the Supplemental Nutritional Assistance Program (SNAP). In California only, Supplemental Security Income (SSI) recipients also may qualify.

There is **NO** term commitment, **NO** deposit, **NO** installation fee and **NO** charge for an in-home Wi-Fi® capable modem.

You can find more details at att.com/access.

We hope you'll share this program information with students and their families. Please consider:

email	email_status	schooladmin	salutation	salutation2	firstname	created_on	last_modified	unsub
[REDACTED]	VALID	[REDACTED]	Hi ##firstname##	Hi%20##firstname##	[REDACTED]	2017-09-26 09:46:40	2017-09-26 09:46:40	N

Update Preview

Close

REDACTED—FOR PUBLIC INSPECTION
Exhibit 9
Reminder Email Sent to 2016 Partner Organizations

From: JERMAIN, JAMES F <jj8571@att.com>
Sent: Monday, June 12, 2017 11:11 AM
To: [REDACTED]
Subject: Access from AT&T
Attachments: BBD1646_AccessCampRefreshFlyer_M3R_X1A.PDF

Dear [REDACTED]:

Thank you for partnering with us on the *Access to AT&T* low cost broadband program. I really appreciate DaneNet's support of our program and I'm so happy we could extend some support to your organization. Our Access offer remains available to qualifying low-income households, and we are committed to continuing outreach activities in your community to help make sure qualified individuals and households are informed about and have access to our low cost broadband program. We appreciate your help with this important effort. For your convenience, the most recent Access Flyer is also attached.

Connected Nation continues to work with us on outreach, and will be contacting you on our behalf to answer any questions or respond to any requests for collateral. Please do not hesitate to provide feedback on your experience in our partnership or offer recommendations on how we can improve the program. Also, please note that Molly Randolph is no longer your main point of contact with Connected Nation. Your main point of contact is Heather Gate (email: hgate@connectednation.org or access@connectednation.org or telephone: 270-799-1649).

Thanks again, we appreciate your partnership on this program.

Jim Jermain

Regional Vice President - External Affairs
External Affairs

AT&T

316 W. Washington Ave, Madison, WI 53703
608.252.2359 | jj8571@att.com

MOBILIZING YOUR WORLD

Affordable Home Internet. Incredible Opportunities.



Internet for just \$10 a month



The digital world is full of possibilities. AT&T is making it easier to connect to friends, family, and the things that matter most. If at least one person in your household is a **SNAP* participant**, you may qualify for 10Mbps home Internet service at our discounted \$10 rate.** In California only, households receiving SSI benefits also may qualify.***

Access from AT&T takes you online so you can:

- **Do homework**
- **Search for jobs**
- **Pay bills**
- **Find news, information and entertainment**

And a whole lot more!

Plus, there's NO commitment, NO deposit and NO installation fee.

Get an in-home Wi-Fi gateway and access to the entire national AT&T Wi-Fi Hot Spot network — INCLUDED at no extra cost.†

Other eligibility requirements apply.

Visit att.com/access for complete information and to apply.

Or call 1-855-220-5211.



*Supplemental Nutrition Assistance Program. **Available only in the AT&T 21-state wireline footprint. Additional eligible speed tiers (5Mbps for \$10 a month or 3Mbps/1.5Mbps/768Kbps for \$5 a month) may be provided depending on availability at your address. Internet speed claims represent maximum network service capability speeds. Actual customer speeds may vary based on factors including site traffic, content provider server capacity, internal network management factors and device capabilities, and are not guaranteed. For more information, go to att.com/speed101. Pricing excludes taxes. Service will include a monthly data allowance of either 150GB or 1TB of data/mo. depending on the type and speed of service you receive. If you exceed your monthly data plan allowance, you will be automatically charged \$10 for each 50GB of data usage in excess of your data plan, even if less than 50 gigabytes is used. For more information, go to att.com/internet-usage. ***California Supplemental Security Income. †Wi-Fi enabled device required. Other restrictions apply. ©2016 AT&T Intellectual Property. All rights reserved. AT&T, the AT&T logo, and all other marks contained herein are trademarks of AT&T Intellectual Property and/or AT&T affiliated companies.



AT&T Low-Cost Internet Program

*Access to the Internet can change people's lives. It makes it possible to apply for jobs online, connect with family and friends, access virtual library shelves, research health questions, finish school assignments, complete an online education – and a whole lot more. **AT&T's new program will help bring low-cost Internet access to qualifying households.***

Program Overview

❖ **New Low-Cost Internet Offer:** Beginning in April 2016, AT&T will offer wireline Internet access service at a new low price to households where at least 1 member participates in SNAP.

❖ **Location:** The offer will be available in the 21 states in which AT&T provides wireline Internet access.

❖ **Price & Speeds:**

- AT&T will offer the following speeds/prices:
 - At least 10Mbps download speeds, where technically available, for \$10 per month;
 - If 10Mbps is not available, then 5Mbps download speeds for \$10 per month;
 - If 5Mbps is not available, then 3Mbps download speeds (where technically available) for \$5 per month.
- Qualifying households will not be required to pay installation or modem charges/fees to participate in the program.

❖ **Qualifying Households:**

- Households where at least 1 individual participates in the U.S. Supplemental Nutrition Assistance Program (SNAP).
 - Whether a participating household continues to qualify for the offer may be reviewed on a yearly basis.
 - Unpaid debt to AT&T for certain Internet access services may affect eligibility.

❖ **Duration:**

- 4-year program beginning in April 2016.
- Those who sign-up for service in year 4 are eligible to receive discounted rates for 12 months.

Outreach

❖ We want to ensure that qualified individuals/households are informed and have access to the program by:

- Effectively publicizing program availability to low-income individuals and families, including students, veterans, the senior community and non-English speakers; and
- Working in coordination with schools and community-based organizations serving qualifying individuals and families.

You can help!

❖ As we get closer to our April 2016 launch, we will provide you with more details on the program and how you can help.

❖ We hope you will consider including information on AT&T's new low-cost offer for wireline Internet access service in your offices, mailings and/or other communications with your constituents.

❖ And, help us spread the word to qualifying households by connecting us with other relevant organizations.



7/7/2016

Connecting More U.S. Residents to the Internet

AT&T Setting Out to Connect More U.S. Residents to the Internet

[Entertainment](#) / Dallas, Texas, Apr 22, 2016

Share



Download image

“Access from AT&T” is an Affordable Wireline Home Internet Option For Low-Income Households

[AT&T](#)¹ is making wireline home Internet service more affordable for low-income households starting today through Access from AT&T, a new program designed to help bridge the digital divide.

Qualifying households will get the fastest of three speed tiers – 10Mbps, 5Mbps or 3Mbps –available at their address. Internet speeds provided at 10Mbps and 5Mbps will cost \$10 a month, and Internet speeds at 3Mbps will cost \$5 a month. We will also waive installation and Internet equipment fees for participating households. Additional taxes and fees may apply.²

Access from AT&T is available to households with at least one resident participating in the U.S. Department of Agriculture Supplemental Nutrition Assistance Program, or SNAP, and located within the 21 states where we offer home Internet service.³

“We’re making it easier for more people to connect to friends, family, their communities and the possibilities of the Internet,” said Cheryl Choy, vice president wired voice and broadband products, AT&T. “Access from AT&T is an affordable Internet option available to millions of Americans with limited budgets.”

“At EveryoneOn, we believe that a home Internet connection is life-changing. From completing homework online to applying for a job to interacting with family and friends, a connection to the digital world is vital for all Americans” said Chike Aguh, chief executive officer of EveryoneOn. “Access from AT&T, and other programs like it, will help more low-income Americans experience the opportunity that the Internet provides.”

We're working with school districts and national and community-based organizations to educate eligible households on Access from AT&T. The new, low-cost program will be available through April 2020.⁴ Complete program details are available at att.com/access.

The [AT&T Digital You](http://att.com/digitalyou) portal has additional resources on the Access from AT&T program as well. The portal has resources and tools for getting online, using technology safely, utilizing online learning sites, job searching and more. Created in collaboration with Common Sense Media, the Digital You portal also provides free training on topics like basic computer skills and ways to maximize online privacy and security.

Potential customers can learn more and see if they qualify by visiting att.com/access, or by calling 1-855-220-5211 for assistance in English or 1-855-220-5225 for assistance in Spanish.

Geographic and service restrictions apply to AT&T Internet services. For more information on AT&T Internet, TV and voice services — or to find out if these services are available in your neighborhood — visit www.att.com/u-verse.⁵

¹AT&T products and services are provided or offered by subsidiaries and affiliates of AT&T Inc. under the AT&T brand and not by AT&T Inc.

²Slower speed tiers (5Mbps for \$10 a month or 3Mbps for \$5 a month) may be provided depending on availability at your address. Internet speed claims represent maximum network service capability speeds. Actual customer speeds may vary based on factors including site traffic, content provider server capacity, internal network management factors and device capabilities, and are not guaranteed. For more information, go to att.com/speed101. Pricing excludes taxes. Visit www.att.com/access for additional details.

³Service availability and speed tiers may vary by individual address. View www.att.com/access for additional details.

⁴Access from AT&T will be available for all qualifying customers through at least April 2020. Customers who sign up after April 2019 will remain eligible for all program benefits for at least one year after signing up for the program.

⁵From 4/22/16 through 5/22/16, service will include a monthly data allowance of either 150GB data/mo. or 250GB data/mo. depending on the type and speed of service you receive. Beginning 5/23/16 and thereafter, service will include a monthly data allowance of either 150GB, 300GB or 600GB data/mo. depending on the type and speed of service you receive. If you exceed your monthly data plan allowance, you will be automatically charged \$10 for each 50GB of data usage in excess of your data plan, even if less than 50 gigabytes is used. For more information, go to att.com/internet-usage.

Exhibit 9

Template Facebook Post on Access from AT&T

The logo features a blue Wi-Fi symbol above the word "access" in a large, black, lowercase sans-serif font. Below "access" is the word "from" in a smaller black font, followed by "AT&" in a blue font. The entire logo is set against a white background.

access
from AT&


Connecting More U.S. Residents to the Internet | AT&T

AT&T is making wireline home Internet service more affordable for low-income households starting today through Access from AT&T, a new program designed to help bridge the digital divide.

ABOUT.ATT.COM

Exhibit 9
Template Tweet on Access from AT&T

Access from AT&T Twitter:

Sign up >

Share a link with your followers

AT&T Setting Out to Connect More U.S. Residents to the Internet
http://about.att.com/story/connecting_more_us_residents_to_the_internet.html via @sharethis

Phone, email or username


38

Log in and Tweet

Password

☐ Remember me · [Forgot password?](#)

New to Twitter?



Don't miss any updates from **ShareThis**. Get your account today to stay up-to-date with your interests!

What is Twitter? [Learn more.](#)

Sign up

Exhibit 9

Access from AT&T EveryoneOn Sample Collateral

Refresher: Low-Cost Internet Offers for Families and Individuals!

Subscribe

Past Issues

Translate ▼

Internet Offers
June 2017

Email not displaying correctly?
[View it in your browser.](#)



Dear Enrollment Partners,

When was the last time you visited the EveryoneOn website or used your unique URL to see what low-cost internet service offers are available? If it's been a while we'd like to provide you with a refresher of the diverse offers that we feature on our offer locator tool:

Access from AT&T

- Up to \$10/month.
- Eligible households are participants of the Supplemental Nutrition Assistance Program (SNAP) and for California residents only, participants of SNAP and/or Supplemental Security Income.

Cox Connect2Compete

- \$9.95/month.
- Eligible households have at least one K-12 student and participate in Supplemental Nutrition Assistance Program, Temporary Assistance for Needy Families, National School Lunch Program, or receive public housing assistance.

Comcast Internet Essentials

- \$9.95/month.
- Eligible households have at least one K-12 student and participate in the National School Lunch Program.

Google Fiber Broadband Plan

- \$15/month.
- Available for residents in neighborhoods Google Fiber serves with low rates of Internet connectivity (currently in Atlanta, Austin, and Kansas City).

Mediacom Connect2Compete (just added!)

- \$9.95/month.
- Eligible households have at least one K-12 student and participate in the National School Lunch Program.

PCsforPeople (just added!)

- EveryoneOn recently launched a pilot in Rhode Island. The offer is available in other states.
- Three plans available between \$10-\$13.33/month.
- A household needs to be 200% below the federal poverty level OR be currently enrolled in an income-based government assistance program.

REDACTED—FOR PUBLIC INSPECTION
Exhibit 9

Refresher: Low-Cost Internet Offers for Families and Individuals!

Subscribe

Past Issues

Offers are available in your community for the families and individuals you serve by using your Enrollment Partner unique URL. Also, check out our overview page to learn more about these offers and others by clicking [here](#).

Email us at support@everyoneon.org for support with your URL.

As always, thank you for reading and sharing these resources with your community.

Sincerely,

Norma E. Fernandez
Senior Director of Strategic Partnerships

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